

E. MAIL DROP-OFF BOXES

DESIGN STRATEGY

To provide easy access to mail drop-off services, without their respective cabinets becoming visually obtrusive or a physical impediment.

APPLICATION PROCESS

Applications for Mail Drop-off Box permits are obtained from the Downtown Permits Office. Each permit application must include the following items:

1. A valid Business License from the City of Raleigh. Established businesses requesting permits may produce a copy of the active Business License and Proof of Insurance.
2. A scaled sketch plan or photographs showing box location and surrounding streetscape details covering 6 feet on either side of the proposed box location including property lines, sidewalks, curb lines, lighting, trees indicating tree size, tree grates, planters, parking meters, benches, street signs, bus stops, and fire hydrants.
3. Photographs and any other supporting materials showing the style, type, material, and dimension details of the proposed box.
4. Proof of a valid Insurance Policy that provides a minimum liability of one million dollars. The City of Raleigh must be additionally insured under the policy.
5. A written Indemnity Agreement satisfactory to the City Attorney that will hold harmless the City, its officers, councilors and employees, for any loss or liability or damage, including expenses and costs, for bodily or personal injury, and for property damage sustained by an person as a result of the negligent installation, use, or maintenance of a permitted public space within the City of Raleigh (see Appendix Section 5 for sample Indemnity Agreement).
6. Fee payment (see table below).

Please Note: Individual businesses requesting permits for use of public spaces may produce a single copy of the valid Business License and Proof of Insurance for placing boxes in multiple locations.

REQUIRED PERMITS

- City of Raleigh Business License
- Mail Drop-off Box Permit

FEE SCHEDULE

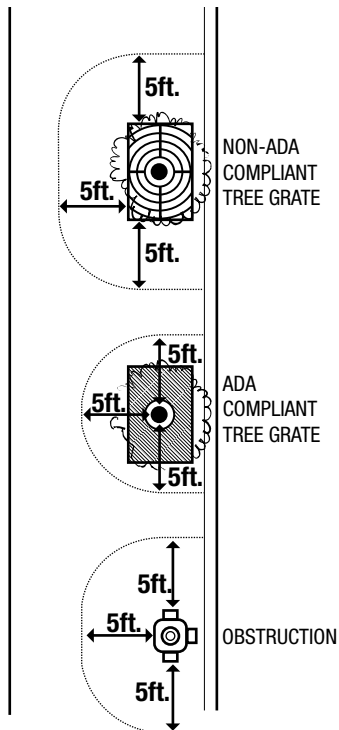
Item	Fee
City of Raleigh Business License	Varies*
Mail Drop-off Box Annual Permit	\$15 (per unit)

* Fee varies with nature, type and size of business

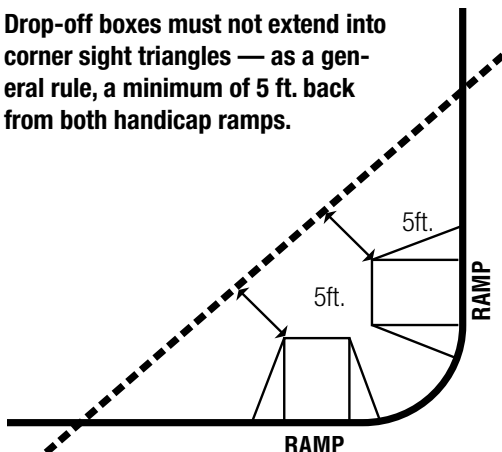
PERMIT PROVISIONS

- Drop-off Box permits are valid for one year (from July 1st through June 30th).
- All permit renewal applications have to be submitted by June 30th to the Downtown Permits Office.
- All Business License renewal applications have to be submitted by June 30th to the City of Raleigh Revenue Services Division.



Clear space requirements around tree grates and other obstructions.

Drop-off boxes must not extend into corner sight triangles — as a general rule, a minimum of 5 ft. back from both handicap ramps.



- At the time of submittal of permit applications, applicants are also encouraged to provide contact email addresses that will be added to a list serve created for permit holders. Downtown Permits Office maintains record of all permits including contact information.
- Permit holders may be required to remove boxes temporarily to allow street, sidewalk or utility access for maintenance operations or during approved special events. The Downtown Raleigh Alliance notifies permit holders via email at least 24 hours in advance of event related street closures approved through City Council.
- All issued permits are location-specific. If within a given year of receiving permit, the applicant desires to change location, the application will have to be resubmitted for the new location. However, fees will be waived if the issued permit is still valid during the time of re-submittal.

Violations

- The City of Raleigh Inspections Department notifies permit holders of any violations.
- The permit holder is responsible for remedying the violation within 10 working days of receiving the violation notice. Beyond that, fines or subsequent revocation of permits applies as per the standard procedure outlined in Section I.D.3 of this handbook.
- Any box installed, used or maintained in violation of the standards and procedures, or left abandoned for more than 30 days will be tagged with a notice of violation stating the violation, date of tagging, and notice of intention to remove the box if the violation is not corrected within 10 working days.
- The Inspections Department staff may, as an alternative to tagging the box, move, align, or reposition boxes in order to restore them to a legal condition.
- Any box which has been tagged and remains in violation past the 10-day correction period shall be removed by the Inspections Department staff and stored in a secure location. Staff shall mail a notice of removal to the permit holder stating the date the box was removed and the reasons for the action. Any box thus removed and stored shall be released to the owner if claimed within 45 days after removal and upon payment of a fine of \$200.
- If a removed box is not claimed by the permit holder within the 45-day time period, the box will be deemed unclaimed property in possession of the Police Department.

STANDARDS

For drop-off boxes to be permitted within downtown public spaces, all of the following standards must be met:

Location

- No more than three free-standing drop-off boxes are permitted in any qualifying location. Only one such location is permitted per street block face.
- Individual businesses are permitted only one box per qualifying location per **street block face**.
- Boxes must be located such that an unobstructed pedestrian corridor a minimum of 5 feet in width is maintained parallel to the street at all times. Where existing obstructions are present (such as fire hydrants), the corridor can be measured to go around these obstructions. For tree grates, the corridor is measured from the outer edge of the grate, unless an ADA-compliant grate is installed, in which case the 5 feet can be measured directly from the tree trunk.
- Boxes must be placed at least 5 feet from any fire hydrant, edge of street curb, edge of driveway cut, edge of crosswalk, utility boxes and vaults, edge of handicapped ramp, public benches, trash receptacles, building access, exits or emergency access/ exit ways, or emergency call box.
- Boxes must not be located within a 5 foot radius of any building corner at a street intersection.
- The rear of a box can be no more than 6 inches from the edge of the private property line parallel to the street.

Fayetteville Street Location Standards

- Drop-off boxes are not permitted to locate along Fayetteville Street.

Design

- Single drop-off boxes can be no larger than 54"h. x 30"w. x 36"d.
- Only metal boxes are permitted.
- Boxes must be weather sealed.
- Second-party advertising is not allowed on the boxes.
- Boxes must not be attached to a building, any city tree, or sidewalk.

Operation

- Boxes must display the times of pick-up in a visible location.
- Boxes must not block building display windows without the written consent of the adjoining property/ business owner. A copy of the agreement must be filed with the application.

Maintenance

- The permit holder is responsible for the maintenance, repair and upkeep of the drop-off boxes. Boxes must be kept:
 - reasonably free of dirt and grease,
 - reasonably free of chipped, faded, peeling, and cracked paint,
 - reasonably free of rust,
 - structural parts in good working order,
 - free of graffiti,
 - free of third party advertising stickers or fliers, and
 - parts must be reasonably free of cracks, dents, scratches, abrasion, and discoloration.
- The permit holder is responsible for paying any costs resulting from damage to public space due to the installation or operation of the drop-off boxes.

CHECKLIST

- ☐ City of Raleigh Business License
- ☐ Completed Mail Drop-off Box Permit Application Form
- ☐ Annual Fees
- ☐ Proof of Insurance
- ☐ Indemnity Agreement

MAIL DROP-OFF BOXES: Location Parameters

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- The diagram illustrates a building layout with various features and potential ramp locations. Key elements include:
- DOOR**: Multiple door locations are marked with arrows.
 - 5' — door**: A dashed line indicating a 5-foot distance from a door.
 - 5' — tree grate**: A dashed line indicating a 5-foot distance from a tree grate.
 - 5' — hydrant**: A dashed line indicating a 5-foot distance from a hydrant.
 - 5' — utility vault**: A dashed line indicating a 5-foot distance from a utility vault.
 - 5' — tree grate**: A dashed line indicating a 5-foot distance from a tree grate.
 - 5' — doors**: A dashed line indicating a 5-foot distance from doors.
 - 5' — handicapped ramps**: A dashed line indicating a 5-foot distance from handicapped ramps.
 - Possible Locations***: Two arrows pointing to specific areas within the building.
 - Tree**: Two tree symbols are shown.
 - Utility Vault**: A symbol representing a utility vault.
 - Hydrant**: A symbol representing a hydrant.
 - Curb**: A line representing the curb.
 - Ramp**: A symbol representing a ramp.